

EMERGENCY SERVICES DISPATCHER III*Class Definition*

Under general supervision, performs communications and related work in the Police Department; provides lead direction to subordinate emergency services dispatchers.

Distinguishing Characteristics

Emergency Services Dispatcher III is the advanced working/lead class in the Emergency Services Dispatcher series. Incumbents provide lead direction to subordinate dispatchers and train dispatchers in the use and operation of the multi-channel Computer-Assisted-Dispatch (CAD) system console and related equipment for the purpose of dispatching Police and/or Fire units. This class is distinguished from Emergency Services Dispatcher II in that incumbents of the latter class perform journey level communications work and are not responsible for providing direction to other employees. It is distinguished from Emergency Services Communications Supervisor in that the latter is the first-line supervisory level. Incumbents in the class of Emergency Services Dispatcher III may be assigned to work any eight (8) hour shift and are required to work weekends and holidays.

Typical Tasks

(The incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Provides lead direction and training to subordinate emergency services dispatchers.

Receives and transmits routine and emergency calls from the public for police, fire, and/or emergency medical services.

Investigates complaints and responds to citizen inquiries, handles unusual and complicated calls and situations.

Advises callers of police and/or fire procedures, if no emergency response is required.

Operates a CAD system console, CRT terminal, and peripheral equipment.

Receives and transmits coded messages to and from police and fire personnel and field units.

When assigned to train new employees, evaluates performance, prepares progress reports, counsels and may recommend disciplinary actions.

Evaluates calls and prepares reports based on information received.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of discretionary and mandatory procedures of the Police and Fire Departments.

Knowledge of the major streets, areas, and buildings in Fresno.

Ability to provide lead direction and train subordinate personnel.

Ability to evaluate and prepare records and reports.

Ability to analyze a situation and adopt an effective course of action.

Ability to follow written and oral instructions and read and interpret maps.

Ability to deal tactfully with citizens who may be abusive, excited, intoxicated, ill, disabled, incoherent, etc.

Ability to maintain harmonious working relationships with other employees in a closed environment over an extended period of time.

Skill in the operation of transmitting and receiving radio communications equipment.

Minimum Qualifications

One year of experience as an Emergency Services Dispatcher II with the City of Fresno.

APPROVED: _____

Director of Personnel

DATE: _____